

USPS Report on PRC Rate and Service Inquiries for February 2017

The Postal Regulatory Commission referred 38 inquiries to the Postal Service in February 2017. Customers received responses on average within 12 days.

Inquiries covered various topics that fell into three main categories:

- ☐ Delivery services 23 – i.e., the time of delivery, forwarding, and method of delivery.
- ☐ Customer services 10 – i.e., hours of service, availability of retail products, and product tracking.
- ☐ Policies/procedures 5 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Stay Posted With Text Alerts

Text your tracking number to **2usps (28777)** for delivery alerts sent right to your phone.

Redelivery Service

Redelivery is how the Postal Service gets a mail piece, package or Extra Services item to you when it cannot be delivered the first time. Currently, Redelivery service is available at no charge.

If you receive a *PS Form 3849 - Delivery Notice/Reminder/Receipt*, this means that a letter carrier or PO Box clerk attempted to deliver an item or items to you where:

- A signature is required or postage and/or fees are required; and/or
- The item(s) will not fit in the mail receptacle; and/or
- The item(s) cannot be left in a secure place.

Redelivery service is available in a many areas nationwide. To check the availability of service in your area, enter your contact information (name, address, phone number, and email address) on our Redelivery Service page online and click "Check Availability."

Redelivery items are delivered with the regular letter carrier on the requested date (but you may NOT request a specific time).

Package Intercept

USPS Package Intercept is a fee-based service that enables anyone - sender AND recipient - to authorize the redirection of qualifying domestic letters, flats and parcels that have a USPS Tracking or Extra Services barcode. If the item does not bear a USPS Tracking or Extra Services barcode, intercepting it is not possible. Package Intercept is available for all domestic mail classes except USPS Marketing Mail (formerly Standard Mail) & Periodicals.